

# KNOX COUNTY DISPATCH ADVISORY COMMITTEE

*Arthur Kiskila-Chairman  
Clarence Keller-Vice-chair  
Ray O. Sisk-Secretary*

06/19/2013 Knox Dispatch Advisory Committee Meeting

Meeting was called to order by Arthur Kiskila @ 4:00 PM. This meeting was held at 301 Park St. Knox County EMA.

Those attending meeting:

Linwood Lothrop	Knox RCC Dir.	Adam Miceli	Rockland Fire/EMS
Craig Cooley	Rockport EMA Dir	Arthur Kiskila	Cushing FD/EMA
Ray Sisk	Knox County EMA Dir.	Carrie Adams	Rockland EMS
Polly Wood	Warren EMS	Kevin Soule	Union FD
Frank Ross	Owls Head Fire Chief/EMA	Clarence Keller	Hope FD/EMA
Jon Powers	Union AS	Ed Grinnell	Warren Fire
Chris Farley	Camden Fire/EMA	Tom Johnston	Washington Fire
Andrew Hart	County Administrator	Jamie Leo	Thomaston Fire
Donna Allen	Knox County EMA AA	Richard Lash	Waldoboro
Justin Hills	CFAA		

A motion was made by Carrie Adams and seconded by Kevin Soule to approve the minutes of 3/20 and 4/25/13. All were in favor.

## **OLD BUSINESS:**

Radio Project Update – Review Timeline

Tom gave us an update of the timeline.

- Due to circumstances beyond our control mainly SBA tower scheduling they are not going to line the microwave dishes up until the end of the month, which would put us possibly firing up the 1<sup>st</sup> week of July which Active doesn't want to do due to the holiday so we are looking at July 8<sup>th</sup> on a changeover. Because we are using the same frequencies we can't have both systems on line at the same time, so it will be a switch over the KRCC first for testing. If the testing goes well, we will stay on the new system.
- Tenants Harbor Tower – everything was supposed to be done and in place by the end of this week with the exception of installing the backup generator, which will occur next week. The microwave dishes will also need to be aligned.
- Scheduling a pre-testing meeting for July 1<sup>st</sup> @ 1PM here at the EMA Office. We will review the testing procedures and discuss what Active requires field testers to do. We will be using Tait radios that show field strength of signals in different areas. We will be moving out in areas where there has been known issues first. Chief Kiskila had a message from Chief Benner, Friendship, he is very much concern about his coverage. He wanted to let everyone know. He has to wait until the new system is turned on as the old system doesn't talk with the new system and there is no improvements that can be made until cutover. The testing will be for Fire and EMS not Law at this time. Once we identify the key areas up front like the Camden issue and Friendship issue then we would span out to other agencies that have some issue. The law side should experience the same issues as the KRCC as they will be utilizing the same towers and antennas.

- It was asked once the tweaking started some of the areas would be different. Understand that we are adding Benner Hill on to the network as well as a different tower at St. George where there is better coverage, Vinalhaven tower is in a different location as well as moving from Lenfest to Coggins,. This will cause the system to be totally different than it currently is today. There will be greater coverage in the Rockland area due to the addition of Benner Hill. Other should also work better due to modified locations and different omni-directional antennas beinreplacing directional antennas. One that he has mentioned we do need to check downtown Camden, and downtown Rockland main areas where we have had problems before and to make sure that we aren't developing them again. The system will be much better at eliminating overlap coverage areas.

## **NEW BUSINESS**

### ➤ 2014 Budget Draft Discussion

This is a reminder that this group will be getting Dispatch's budget around the end of August. This is the time to start to think about projects, which brings up the next section which is Spillman and costs associated with access and other upgrades, andwhether or not to have it included in the budget. It was asked if there is anything in the budget for Tac frequencies. Linwood stated that at the next quarterly meeting there will be discussion on what the priorities will be, etc.

### ➤ I Am Responding – Spillman Upgrade

The "I am Responding program does allow for data input right from out CAD system. However that is a software package which Spillman wants us to spend money for which is \$8050.00. What we benefit from that is that we would be able to program our CAD records management system so that we add a structure fire it would automatically it would give the GEO code where the fire is located and automatically tone for first response. Linwood is recommending to this group that it be included in the budget. This program would be only for those agencies that are in this program. It was asked what the cost to the agency would be. Linwood did not think it was a huge cost but it depends on the number of calls. It averages around \$800 annually for the towns that have recently joined. There are currently seven towns using the system. Adam explained how it is working for Rockland. Chief Fsrley also supported the program and uses it for more than just call notifications. Linwood also advises that it can sserve as a backup to the radio system, should be loose the radio netowork for any reason, you can still be dispatched to calls.

### ➤ Fire-EMS & Spillman

Access to Spillman involving the Fire ERS interface. There has been discussion on Fire reporting on ERS. The information that Linwood included stated what it would cost to include all agencies. There would be a \$2500.00 fee that would have to be purchase with a CAD interface, there is a \$15,758.00 onetime fee for ERS reporting interface and there is a \$41,000.00 fee for software upgrade as a 1 time fee. There will be a yearly maintenance fee of \$8500.00. It is very expensive. No grant money out there to be had at this time. Most discussion on this topic was it is not worth pursuing for something that takes just a few minutes for agencies to complete now.

### ➤ Nextgen 9-1-1 Update

The contract signed and the estimated time of delivery for Knox County is February 2014 and we are wired for it so the down time will be minimal.

➤ Incident follow-up Apr 25 thru Jun19

Linwood did a spreadsheet on all incidents that were incorrect from April 25, thru Jun 19. He also did a incident follow-up where there was a review and/or formal action of employees. There was discussion on the incidents.

Staging - There has been incidents of late where the staging of EMS has been questioned. As a result of this, the Advisory Board was asked to weigh in on this decision. There needs to be a policy change to meet the needs of EMS. It was determined that Staging will only occur when specifically requested by Law Enforcement. All other instances in which dispatch personnel feel there may be responder safety concerns the call will be toned with a request for the crew chief to call dispatch ASAP for additional information. Further scene updates will be communicated over the radio. A copy of the revised SOP is attached to this e-mail.

➤ A request to use phonetic alphabet on EMD determinant codes was made due to the fact it is sometimes difficult to determine what the code was, especially "B" or "D". This change has been implemented

➤ Personnel Changes

New Dispatcher – Edward Boylan – started June 10<sup>th</sup>.

New Supervisor – Melissa Simmons – promotion June 19<sup>th</sup>.

➤ EMD Codes

Dispatch has started using the codes. There has been no consistency going out yet, that will change with the new standardized announcements. It requires them to give those codes as well as the chief complaint. Sometimes it is hard to hear BCD they all sound similar and was hard to tell what it was. B is near impossible to understand. Linwood included in the packet the License # to get the EMD Medical Field Responder Guide if you want to have one. Another thing that was discussed was that we sent a sample of a response to show what the codes would look like. There was discussion on this issue.

➤ Other

- The Executive Board needs to get together and put together goals what we want our By-laws to achieve.

- A survey is being prepared for an operational Com Center in addressing policies and procedures. Back in 2010 we did an organizational study for the county (all departments). With KRCC we did a courtesy review because space was very limited. The upgrading of KRCC has taken a life of it owns in the past 3 years. Some of the recent feedback we have received Andy spoke with Linwood to see if they should do a more in depth study of the Dispatch Center by itself. What that would include: doing a survey of the employees of the Dispatch Center but also all the end users, which would be all the towns in the County. What we would like to do is send a survey out to the chiefs of all the services thru survey monkey so that we would not know who said what except that it would ask you to check if you are a Fire Chief, etc.

➤ **Next Meeting:**

The next meeting will be held on July 17, 2013 at 4:00 PM at 301 Park St.

➤ **Adjournment**

A motion to adjourn and seconded that the meeting be adjourn. All were in favor. The meeting ended at 5:10 PM.